NETWORK ENGINEER

Job Description

DEPARTMENT:	Information Technology
REPORTS TO:	VP, Chief Information Officer (CIO)

POSITION SUMMARY

The Network Engineer is a key technology support position that is responsible for managing, designing and troubleshooting the various network systems of the bank's infrastructure including servers, workstations, Local Area Networks, Wide Area Networks, and wireless networks, as providing end-user support. The Network Engineer will work with the CIO to assist in the design of new and modification of existing networks to maximize efficiency and security. The Network Engineer must possess a background in Network Operating Systems, Windows PC and Server OS, and is able to work quickly and effectively with little oversight. The Network Engineer will assist the IT team to diagnose and resolve all problems affecting network operations and on occasion advise and train personnel and departments on proper use of IT resources.

ESSENTIAL DUTIES & RESPONSIBILITIES

Network Security
- Maintain and oversee all firewalls, wireless access points and network related infrastructure.
- Implementing and enforcing network security policies and monitoring for potential threats.
- Understand and implement network security best practices and threat mitigation strategies.
- Work with the CIO to develop security policies and procedures as it relates to the network systems.

Network Implementation and Maintenance
- Performing routine maintenance tasks, applying software updates, and upgrading network hardware as needed.
- Installing and configuring network devices like routers, switches, firewalls, WAPs, VOIP phones, etc.
- Diagnose and resolve complex network issues as needed.
- Creating network architectures to meet organizational needs, considering factors like bandwidth requirements, security protocols, and scalability.
- Research new technologies and present recommendations on hardware and software purchases to supervisor.

Documentation and Technical Support
- Maintaining detailed network documentation including configurations, diagrams, troubleshooting, and disaster recovery procedures.
- Providing technical assistance to end users regarding network connectivity and troubleshooting issues.

Vendor Management
- Working with network equipment vendors to resolve technical issues and negotiate contracts.

Microsoft 365
- Assists in delivery of Microsoft solutions to meet business objectives and technical requirements.

End User Support:
- Effectively communicate with both technical and non-technical stakeholders to explain network issues and solutions.
- Work closely with other IT to add, remove, and modify user accounts as necessary.
- Backup the IT Help Desk Specialists when needed.
- Assist when needed to train personnel and departments on proper use of IT resources

Business Continuity, Auditing and Disaster Recovery:
- Assist as needed with disaster recovery planning, testing, and documentation.
- Participate in regular technology auditing, cybersecurity exercises, and penetration testing to mitigate risk and potential threats.

OTHER FUNCTIONS

- Maintains compliance with all banking laws, acts, regulations and bank policies and procedures.

- Any other duties and/or projects as assigned by management.

REQUIREMENTS & QUALIFICATIONS

Education/Specialized License(s): Minimum of an Associate's degree with a CCNA or comparable certification or experience. Additional certifications or network experience preferred: Network+, Security+ CCIE

Experience: 3+ years experience in a network technician or network operations role. Familiar with various firewall operating systems (Fortinet experience is a plus). Experience with basic operations of Active Directory, DNS, DHCP, Windows PC operating systems, an understanding of TCP/IP. Understanding of subnets and routing protocols such as OSPF, BGP, etc., VLANs, Spanning Tree, Trunk and Access ports, etc.

Specific Skills: Excellent communication skills, technical skills, ability to interact professionally with a diverse group of users, ability and motivation to learn new technologies quickly and with minimum oversight. Have the ability to work productively individually as well as in teams and be an effective problem solver.

Supervisory Responsibility: None

Working Conditions: Monday through Friday. 8:00am to 5:00pm. Additional hours including evenings and weekends may be required as assigned, some travel may be required.

Employee Name (Print):	
Employee Signature:	**Date**: